

JANET SMITH
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OBJECTIVE: To obtain a program coordinator position in a non-profit organization, utilizing extensive project coordination experience and solid planning abilities.

PROFESSIONAL SKILLS

Organizational

- Arranged and processed airline tickets, transportation, hotel accommodations, vacation packages and specialty events for domestic and international travel for up to 400 people.
- Planned and organized group travel for a variety of clients including the University of Colorado, large corporations, and sports teams; assembled individual travel document packages for clients.
- Reorganized department and expanded staff up to three full-time group coordinators.

Communication

- Negotiated group travel service contracts with tour operators, airlines, hotels, car rental and motorcoach companies, up to \$200,000 per contract.
- Drafted, reviewed and approved group department contracts for clients.
- Initiated and executed the successful implementation of industry software applications.
- Presented and promoted specific group package details at company staff meetings.
- Composed personal travel articles and marketing pieces for travel page in Daily Camera.
- Created detailed tour escort itineraries and comprehensive travel guides.

Customer Service

- Recognized by management and clients for providing exceptional customer service.
- Maintained close relationships with direct customers and industry sales representatives.
- Consulted directly with customer on group destination selection, logistics and procedures.
- Provided problem solving and customer service resolution.

Budgeting and Reporting

- Calculated and determined total group travel budget for clients.
- Tracked commissions; processed airline ticket refunds and exchanges; prepared sales reports.
- Produced and formulated spreadsheets to calculate and track group payments.
- Projected and summarized annual group department revenue.

WORK EXPERIENCE

Director of Group Travel , Travel International, Boulder, CO	19xx-20xx
Asst. Reservations Manager , Travel International, Boulder, CO	19xx-19xx
Travel Consultant , Travel Biz, Boulder, CO	19xx-19xx

EDUCATION

B.A., Communications, University of Colorado, Boulder, CO
Travel Agent Certificate, Boulder Travel School, Boulder, CO

COMPUTER SKILLS

Microsoft Office Suite; Outlook; Amadeus, Apollo, Sabre and ProTour

ACHEIVEMENTS

MVP Award for Employee Achievements, Travel International, 2004
Honored Member; Travel Biz Premier Club; Outstanding Sales Goals, 19xx-19xx